



St James Medical Practice

Patient Participation Group (PPG) Update

Improved Access • Patient Feedback • Innovation

Improved Access to Care

- More timely access to appointments
 - Better triage to the right clinician first time
 - Reduced waiting times for routine queries
 - Clearer signposting to services and self-care where appropriate

RESOURCE	CASES	%
GP	336	40.98%
Administrator	87	10.61%
Duty Triage	287	35.00%
Pharmacist	51	6.22%
Prescription clerk	0	0.00%
Unknown	0	0.00%
Practice Nurse	5	0.61%
Other	43	5.24%
Nurse Practitioner	10	1.22%
Mental Health Practitioner	0	0.00%
GP receptionist	1	0.12%
Total	820	

Listening to Our Patients

- We actively review patient feedback
 - Positive comments about quicker responses and clearer communication
 - Feedback is shared with the team and used to improve services
 - Google rating has gone up from 1* to 1.7*

Positive Patient Feedback

- Patients feel better supported and listened to
 - Improved experience contacting the practice

 **Samina Mughal**
1 review ⋮

★★★★★ 2 weeks ago NEW

Subhan Patel assisted with my appointment today and was very happy with assistance and good communication.

  1 

 **Nasreen Amin**
1 review ⋮

★★★★★ 2 weeks ago NEW

Previously have had very bad experiences but today the Call was answered very quickly and enquiry sorted by receptionist called Aamarah.

  2 

Introducing: An AI Receptionist to Answer Calls at our practice

We are considering a new AI Reception solution for St James Medical Practice which aims to improve patient access to care and reduce wait times.

We would appreciate your input.



Benefits of an AI Receptionist

1

No More Wait Times

The Voice AI technology answers all calls on the first ring, providing immediate assistance.

2

Faster Access to Care

The AI will guide you through the same call handling process as a human receptionist does.

3

Continued Personal Touch

Human receptionists remain available for complex issues requiring human empathy and understanding.

Our Hybrid Approach

Efficiency

AI technology handles calls and follows the same call handling process your existing human receptionists do.

Talk to a human

Your human team remain on hand for any caller who needs more assistance.

Improved Experience

The combination of AI and human touch enhances the overall patient experience.

Talk to AI

- We have setup an AI Receptionist for you to call and test.
- The phone number is:
- **0 2 0 3 8 7 9 4 4 9 9**
- Please note that this AI is for testing purposes only and is not connected to medical systems or health records so any information provided will not be recorded. This phone number will be active until Monday 2nd February 2026.
- Once you have done some tests, scan our QR code or click the [link](#) to fill in our feedback form.